

# Service Shop



## ACCESS

to 7000+ genuine spares and accessories at competitive prices



## RESOLVE

issues remotely through user manuals and do-it-yourself videos



## TRACK

orders and deliveries to reduce downtime and improve productivity






JB4824619A

## Order Status /Cancellation and Return




- [How can I check my order status?](#)
- [When and how can I cancel my order? How long will it take in cancellation of an order?](#)
- [What if the part isn't compatible with the machine? Can I return it?](#)
- [Do I need to return the old part, which wasn't consumable in nature?](#)

- **How can I check my order status?**

There are 3 types of order status on the portal – 'Shipped', 'In Transit' and 'Cancelled' as shown below. You can see these details in the 'My Account' → 'My Order History' section for particular order ID.

Order Details			
Items	Quantity	Price	Shipping Method
 <b>FIRMWARE USB DONGLE FOR O</b> Item No: <u>5451000-9</u> Manufacturer: GE Healthcare Condition: New	6	List Price: \$ 122.83 Web Price: \$ 116.69	FEDEX-2 DAY AIR
 <b>C.I.SERVO SELECTOR</b> Item No: <u>46-917654G03</u> Manufacturer: GE Healthcare Condition: New	1	List Price: \$ 1,817.37 Web Price: \$ 1,726.50	FEDEX-2 DAY AIR
 <b>18 CABLE O.D. 0.298</b> Item No: <u>100S200P65</u> Manufacturer: GE Healthcare Condition: New	1	List Price: \$ 5.00 Web Price: \$ 4.75	FEDEX-2 DAY AIR
Coupon "Parts 10" - Save 10% on GE Diagnostic imaging or biomed parts orders over \$ 1000 - You saved \$ 266.48 on qualified items.		Total Items: 10 Sub-total List Price: \$ 2,805.01 Sub-total Web Discount: -\$ 140.24 Coupon Discount: -\$ 266.48 Sub Total: \$ 2,398.29 + Shipping and Handling: \$ 100.00	<b>\$ 2,498.29</b>

Order Shipping Status		
 <b>31 In Progress</b> FIRMWARE USB DONGLE FOR O: 2 C.I.SERVO SELECTOR: 1 18 CABLE O.D. 0.298: 1 1 INCH EXTRA COMFORTABLE PAB: 13 80982 PART WITH FUNCTIONAL PAD: 6 12 INCH CONNECTOR: 7	 <b>4 Shipped</b> Carrier: UPS Tracking #: <u>012345678901</u> FIRMWARE USB DONGLE FOR O: 2 C.I.SERVO SELECTOR: 1 18 CABLE O.D. 0.298: 1	 <b>1 Cancelled</b> FIRMWARE USB DONGLE FOR O: 1 Carrier: UPS Tracking #: <u>556789012345</u>

- **When and how can I cancel my order? How long will it take in cancellation of an order?**  
It can be cancelled same day if only PO is generated, but if it's have been supplied it will take 1-2 days.
- **What if the part isn't compatible with the machine? Can I return it?**  
Yes, you can raise return on that and mail us. (Details mentioned above).
- **Do I need to return the old part, which wasn't consumable in nature?**  
Yes, parts which are not consumable in nature, need to be returned, all parts price in the portal are on exchange basis.